

DUBAI MUNICIPALITY SUGGESTIONS SCHEME

USER MANUAL

**Have
your
Say.**

Customer Relations Department

Suggestions & Complaints Section

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To create an excellent City that provides the essence of success and comfort of living

Have your say.

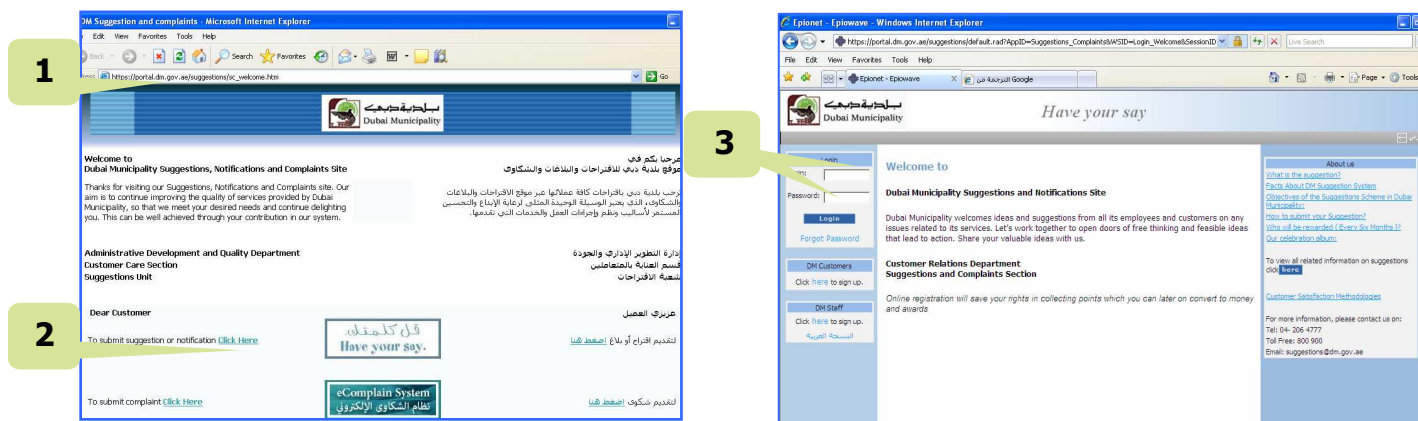
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Have your say.

HOW TO LOGIN HAVE YOUR SAY SYSTEM:

1. Write the URL address <http://www.haveyoursay.dm.ae> in the address bar.
 2. Then click on >>to submit suggestion>> and click on **Click Here**.
 3. If you are registered please enter your username and password then click on **Login**.
- If you are not registered follow the instructions in page 5 >>>



HOW TO REGISTER IN HAVE YOUR SAY SYSTEM:

If you are not registered in the system please follow the following steps:

1. If you are DM customer click on >>>Click **here** to sign up>>> under **DM Customers**.
2. If you are DM staff click on >>>Click **here** to sign up>>> under **DM Staff**.
3. The following screen will be displayed, then enter your personal details such as, first name, occupation....After that click on **submit**.

Note: fields with the red star * are mandatory.

Have your say.

How UPDATE YOUR PERSONAL DETAILS IN "USER PROFILE":

1. Login in "Have Your Say" system with your username and password>>>then click on **User Profile**.
2. Then, click on **Edit** to update your details.
3. Update your details then click on **Save** user profile.

The first screenshot shows the 'Have your say' system interface. The 'User Profile' link is highlighted in the left sidebar. The second screenshot shows the 'Edit User Profile' form. The form contains several sections: Personal Information (First Name, Last Name, Gender, Occupation, Preferred Language, Area, City, Country, User Type), Department Information (Department Unit, Employee ID), User Account Info (User ID), and Contact Information (Mobile, Tel (Res), Tel (Off), Fax, E-Mail, Contact Method, Community Location, Street, Building No.). The 'Edit' button is highlighted in the top right corner of the form.

FORGOT YOUR PASSWORD?

1. If you forgot your password>>>click on **Forgot Password**.

The screenshot shows the 'Have your say' system interface. The 'Forgot Password' link is highlighted in the left sidebar. The 'Login' button is also highlighted in the top right corner of the form.

2. Then the screen below will appear, enter your email address then click Enter.

Note: you will receive email with password.

The screenshot shows the 'Have your say' system interface. The 'Forgot Password' link is highlighted in the left sidebar. The 'Forgot Password' form is displayed, showing a text input field for the email address and an 'Enter' button. The 'Login' button is also highlighted in the bottom right corner of the form.

The screenshot shows an email received from the 'Have your say' system. The email contains the password '123456' for the user's account. The email also includes a disclaimer and contact information for Dubai Municipality.

Have your say.

HOW TO SUBMIT A NEW SUGGESTION:

- 👤 Enter in the system using your username and password, once you login to the system, the following screen will be displayed.



- 👤 This is the main screen that all users, either internal or external will view. Each main link has sub links:

1. Suggestion:

New Suggestion: to submit suggestion.

Suggestion List: to view your suggestions.

2. User Profile:

My Profile: to edit your personal details

Change Password: to change your password

3. Messages:

New Message: to send messages to the suggestion coordinator or implementing officers...els.

View Messages: to view all your messages.

4. FAQ:

FAQ: to view frequently asked questions & answers.

5. Reports:

My Points and Awards: to view your total number of points, award amount and other details such as, certificate, ceremony date.

6. Contact Us:

Contact Us: to view the name of all coordinators of all departments.

7. Logout:

Logout: to logout the system.

Have your say.

If you would like to enhance any DM services or if you have any new idea which has positive impact on DM, click on **Suggestion>>>New Suggestion>>>** write your idea in the space provided and fill other details such as, **subject, organization & service unit.**

Note: fields with the red star * are mandatory.

1 Enter Suggestion

2 Back

3 Attachment

4 Repetition Search

As well as, the screen contains four options:

1. **Participants:** if your suggestion is a group suggestion, click on **Participants>>>**then add one participant name and e-mail ID>>>after that click on **Accept**. Follow same steps to add more participants.

2. **Attachment:** if you want to attach files for example, document, picture, click on **Attachment** to attach the files with your suggestion>>> follow the provided instructions.

Note: file name should be written in English and the size of the file should not exceed 2MB.

Step 1: Click **Browse** and select a file to attach.

If you do not see a "Browse" button, your browser does not support attachments.

Step 2: Click **Attach File** to upload the file

The total size of all the uploaded files should not exceed 2 MB .

Submitted Documents

Given is the list of the documents provided with this record.

Files	Size (bytes)	Attached By	Attached On	x
No files attached				

Repeat step 1 and 2 to attach more files.

Step 3: Click **Done** when you are finished.

Depending on your connection speed and the size of the file you are attaching, this operation may take anywhere from 30 seconds to 20 minutes. Please be patient and do not click 'Attach' repeatedly.

Have your say.

- Repetition Search:** before you submit your idea please check if it is repeated which means someone else already has submitted similar idea in the system before.

Search Result

Search Result for
Subject: "new market"
Message: "new market "


Search Result

Arch.Landscape workshop
Arch. landscape and its application on Dubai area" Agroup of lecturers or workshops for enhancing or developing the quality of desing services at the landscape -or other relate- units, Meanwhile encouraging the exchange of high -level of experience among the team to have a new look for tremendous and increasing new needs of the end-users&people of Dubai city and by focusing on a few case studies in and outside the country.

سوق السمك
سوق السمك { FISH MARKET 1 } سوق السمك { Market Center SEC. 22/12/2004 } قسم الأسواق المركزية. Markets DEPT. إدارة الأسواق Dubai Municipality بلدية دبي
اقترح وضع 2- Fresh fish وجود حوض مياه لوضع الأسماك الحية للعرض بطريقة حديثة في السوق للزائرين الذين يرغبون في شراء اسماك حية - شاشة عرض تعرض عليه وثائق تاريخية وأفلام ثقافية تراثية في إحدى مالات سوق السمك . وذلك لإفادة الجميع والإبقاء بالخدمات التي تقدم من إدارة الأسواق بلدية دبي . ملاحظة : خاص بسوق السمك ديرة ، مشرف سوق ند الشبا أسد الهزاد

Dubai Municipality issued new
Dubai Municipality issued new circular for jewelry trader in Dubai which ask trader to put tag on the jewelers and gemstone the show, the purpose of that was to protect consumers and help DCL inspectors to do their job easily. Base on that we suggest to add new service to our service which is Card certificate and tag service to the trader beside the test report . (enclose the details)

- Spell Checking:** click on **Spell Checking** to check your spelling.

 **Note:** it works only for English text.

-  After writing the details of your suggestion click on **Enter** suggestion to save it in the system.

Home | Arabic | Help

Suggestion - New

Dear
Use the form on this page to share with us your ideas for enhancing and improving working methods, systems, processes and procedures at Dubai Municipality. This will help us to serve you better.
Feel free to comment. No idea is too big or too small!
In order to increase your chance of quick response, make your suggestion short, tactful and clear.
The fields with * mark are compulsory

Main Details


Subject *
Digital billboards in the public places.

Organization Unit *
Advertisement Control Sec

Service Unit *
Advertisement Control Section


Body
I recommend putting digital billboards in public places such as, parks, beaches, and other places which DM is in charge for it, to promote the internal ads, events, news of DM. As well as, DM can generate profit by displaying ads of companies. In my point of view, this idea will save money because DM is spending money for PR and other marketing activities (Public- promoting tools) but putting the digital billboards will help to display many ads without paying for advertising agencies. Furthermore, DM will make profit by displaying companies' ads.

Enter Suggestion **Back** **Attachment** **Repetition Search** **Spell Checking** For only English

-  Once it is submitted, your suggestion will be saved with a reference number and you will view the screen below:

Home | Search Suggestion | Go | Arabic

Save Confirmation

 **SUGG-16530**

Type	Suggestion	Status	New
Ref No	SUGG-16530	Date	29/08/2007
Service Unit	Advertisement Control Section	Organization Unit	Advertisement Control Sec
Input Method	Email	Presenter	sugg
Exp Result Date		Final Implementation Result	Not Yet
Subject	Digital billboards in the public places.		

Thank you for your **Suggestion**. it is logged in the system the ref. no **SUGG-16530**

Finish Entry **Details**

